

OCCUPATIONAL GROUP: Information Technology

CLASS FAMILY: Management

CLASS FAMILY DESCRIPTION:

This family of positions includes those that lead the design, development and implementation of an agency's technology strategic plan by providing oversight on all technology based issues.

CLASS TITLE: Information Technology Coordinator

DISTINGUISHING CHARACTERISTICS:

These positions are unit supervisors that plan, schedule and supervise the work of ~~technical~~ staff. They may ~~do not~~ have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, schedules, and supervises work of employees, which includes scheduling their workload, monitoring their activity level, and monitoring the quality assurance of the finished product.
- Schedules work assignments of employees; approves leave requests and timesheets.
- Compiles and prepares work orders for employees.
- Maintains current and accurate inventory listings.
- Prepares and submits supply orders to data equipment vendors; conduct vendors for pricing, ordering equipment, or resolves any billing discrepancies.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of information technology concepts and the use and limitations of ~~data processing~~ equipment.
- Knowledge of cabling and installation practices.
- Knowledge of data entry standards and techniques.
- ~~Knowledge of job submission requirements in a production-oriented computer operation unit.~~
- Knowledge of the operation of a production-oriented computer operations unit.
- Ability to supervise, plan and direct the work of others.
- Ability to establish and maintain effective working relationships with user and information technology processing personnel.
- Ability to organize work of others ~~when dealing with cabling installations.~~

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 2 - 3 years of full-time or equivalent part-time paid data processing experience, including one year in a supervisory or lead worker capacity in data processing environment.

Education & Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis. A major in computer science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Manager 1

DISTINGUISHING CHARACTERISTICS:

These positions, at the full-performance level, perform administrative and supervisory duties. They direct information technology operations of an agency involved in programming, computer operations, and/or support services, or serve as a first level or specialty function administrator in the state's central data facility. These positions may have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Organizes, assigns, directs and reviews the work of a group of professional or technical personnel in the operation of an agency data processing function.
- Supervises programming, computer operations, and/or support services.
- Plans work schedules and set priorities to make the most efficient use of available personnel and equipment.
- Analyzes agency operations and determines feasibility and cost of conversion from manual to electronic records management or conversion from one automation platform to another.
- Analyze and establishes data processing unit procedures and work standards; sets standards for equipment maintenance and troubleshooting.
- Advises staff and coordinates the resolution of hardware and software problems.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the uses and potentials of modern data processing equipment and their respective advantages and limitations.
- Knowledge of state purchasing rules and guidelines in order to write, evaluate and negotiate equipment and software procurement.
- Ability work effectively with users, data processing personnel, and vendor representatives in resolving equipment and operations problems.
- Ability to prepare and present written and oral reports on equipment utilization and individual and group performance characteristics.
- Ability to plan and supervise the activities of paraprofessionals or technical personnel.
- Ability to devise work and production schedules to meet user requirements as well as modify these same schedules to meet changing demands on personnel and equipment in emergency situations.
- Ability to work effectively with agency officials and the general public.
- Ability to communicate effectively, orally and in writing.

- Ability to evaluate equipment and operational problems and working with technicians to identify problems and formulate solutions.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 3 – 4 years of full-time or equivalent part-time paid information technology experience, including one year in a supervisory or lead worker capacity in information technology environment.

Education & Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis. A major in computer science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Manager 2**DISTINGUISHING CHARACTERISTICS:**

These positions perform advanced level administrative and supervisory duties directing information technology operations. At the agency level, these positions are responsible for overseeing staff involved in programming or system development, in addition to distribution, coordination or support service and encompassing several units involved in separate agency program functions. In the state's central facility, these positions perform advanced level administrative and supervisory duties in departments with multi-faceted, well-developed data processing functions where work is in an area of computer service with a large scope of duties having an impact on the planning, purchasing, and implementation of user agency systems. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Organizes, assigns, directs and reviews the work of a group of professional or technical personnel in the operation of an agency information technology processing function.
- Plans work schedules and set priorities to make the most efficient use of available personnel and equipment.
- Analyzes agency operations and determines feasibility and/or cost of conversion from manual to electronic records management or conversion from one automation platform to another.
- Analyzes and establishes unit procedures and work standards; sets standards for equipment maintenance and troubleshooting.
- Advises staff and coordinates the resolution of hardware and software problems.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles underlying computer operations, modern business methods and procedures, concepts of process flow charting and evaluation, and appropriate business recovery principles and requirements.

- Knowledge of information technology equipment and its respective advantages and limitations.
- Knowledge of state purchasing rules and guidelines.
- Ability work effectively with users, information technology personnel, and vendor representatives.
- Ability to prepare and present written and oral reports.
- Ability to plan and supervise the activities of staff.
- Ability to devise work and production schedules.
- Ability to work effectively with agency officials and the general public.
- Ability to communicate effectively, verbally and in writing.
- Ability to evaluate equipment and operational problems and working with technicians to identify problems and formulate solutions.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 4 – 6 years of full-time or equivalent part-time paid information technology experience, including one year in a supervisory or lead worker capacity in information technology environment.

Education & Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis. A major in computer science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: Information Technology Manager 3

DISTINGUISHING CHARACTERISTICS:

These positions perform advanced level administrative and supervisory oversight of information technology operations. Areas of oversight include broad scope and comprehensive areas of: programming, support service (including LAN management), network support (both hardware and software) or data center management. In a state agency, these positions are responsible for overseeing the work of a broad scope of the agency's information systems and report to the agency's Management Information Systems Director. In the state's central facility, these positions are responsible for functions such as consulting services, development center, automation resource center, network services, or operations center. These positions have input into setting a budget and are responsible for staying within an assigned budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Organizes, assigns, directs and reviews the work of a group of professional or technical personnel in the operation of comprehensive agency information technology function.

- Plans work schedules and set priorities to make the most efficient use of available personnel and equipment.
- Analyzes agency operations and determines feasibility and/or cost.
- Analyze and establishes information technology procedures and work standards; sets standards for equipment maintenance and troubleshooting.
- Advises staff and coordinates the resolution of hardware and software problems.
- May assist management in special studies requiring computer data collation and analysis.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the uses and potentials of modern information technology equipment and their respective advantages and limitations.
- Knowledge of the principles underlying computer operations, modern business methods and procedures, concepts of process flow charting and evaluation, and appropriate business recovery principles and requirements.
- Knowledge of state purchasing rules and guidelines.
- Ability to plan and supervise the activities of staff.
- Ability to devise work and production schedules to meet user requirements.
- Ability to work effectively with agency officials and the general public.
- Ability to communicate effectively, verbally and in writing.
- Ability to evaluate equipment and operational problems and working with technicians to identify problems and formulate solutions.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 6 – 8 years of full-time or equivalent part-time paid information technology experience, including one year in a supervisory or lead worker capacity in information technology environment.

Education & Experience Substitution: Additional experience as described above may substitute for the required education on a year-for-year basis. A major in computer science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: **Information Technology Director**

DISTINGUISHING CHARACTERISTICS:

These positions are responsible for managing all Management Information Services. Some work in a department in State government, while others work in the state central data facility, managing the planning and control section or the data center. The work generally involves recommending and establishing procedures which will improve the effectiveness and efficiency of information systems operations. These positions manage work directly through managers and supervisors and indirectly through support staff. These positions have significant budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, directs and controls the work of staff to accomplish system development, maintenance, and operations of the information business systems.
- Approves, coordinates and controls all projects related to selection, acquisition, development and installation of major information systems for the agency; provides advice on evaluation, selection, implementation and maintenance of information systems, ensuring appropriate investment in strategic and operational systems
- Evaluates systems to measure their success.
- Reviews all hardware and software acquisition and maintenance contracts, soliciting involvement and participation of other management team members as appropriate.
- Facilitates communication between staff, management, vendors, and other technology resources within the organization.
- Maintains contact with information technology suppliers and maintains knowledge of current technology, equipment, prices and terms of agreements to minimize the investment required to meet established service levels.
- Responsible for the technology vision and planning process that will regularly evaluate existing technology, information systems, and staffing, research new solutions and technologies and recommend change.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles underlying computer operations, modern business methods and procedures, concepts of process flow charting and evaluation, and appropriate business recovery principles and requirements.
- Knowledge of state purchasing rules and guidelines.
- Ability to plan and supervise information technology activities.
- Ability to devise work and production schedules.
- Ability to work effectively with agency officials and the general public.
- Ability to communicate effectively, verbally and in writing.
- Ability to evaluate equipment and operational problems and working with technicians to identify problems and formulate solutions.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 6 - 8 years of full-time or equivalent part-time paid information technology experience, including one year in a supervisory capacity in information technology environment.

Education & Experience Substitution: A major in computer science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None

CLASS TITLE: **Information Technology** Director Senior

DISTINGUISHING CHARACTERISTICS:

These positions perform highly responsible and complex administrative work, directing and coordinating a division in the Office of Technology, providing centralized Information Technology services to all employees and state agencies. Areas of assignment include: Security, Customer Service Delivery, Information Services or Infrastructure Operations, These positions report directly to the Chief Technology Officer and direct and supervise the work of managerial, professional, technical and clerical employees. They are responsible for planning the operations and processes of the unit. They direct and develop employees, evaluate agency operations, develop and administer budgets, research new procedures and work process improvements, interpret relevant statutes, regulations and policies. These positions have significant budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, develops and implements through managerial, professional, technical, and clerical staff, both strategic and tactical work plans of considerable complexity in support of the state's information technology.
- Develops and implements operating procedures within regulatory and statutory guidelines; develops and approves forms and procedures.
- Provides direction for the staff, and is responsible for the training, discipline and morale of the employees.
- Renders decisions in unusual or priority situations; consults with the Chief Technology Officer in reviewing same.
- Evaluates the operations and procedures of the unit for efficiency and effectiveness; develops and implements appropriate revisions for improved unit performance.
- Encourages increased recognition of the role of systems, procedures and analysis as a means of improving information technology services.
- Interacts effectively with national and state officials on the granting and use of federal funds for program and administrative needs.
- Interprets statutes, regulations and policies to staff, other managers, and the public.
- Prepares reports reflecting the operational status of division programs.
- Participates in national, state and local conferences and meetings.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles, practices and techniques of management and supervision, including planning, organizing, coordinating, staffing, training, budgeting and reporting.
- Knowledge of the organization and programs of the division or department.
- Knowledge of state government organization, programs and functions.
- Knowledge of federal and state legislative processes.
- Knowledge of the interagency relationships at the federal, state and local government level as they impact the program, mission and operations of the agency.
- Ability to plan, direct, organize and coordinate program and administrative functions.
- Ability to supervise the work of managerial, professional, technical and support staff.
- Ability to evaluate complex operational situations, analyze data as a basis for policy and administrative decision making.

- Ability to establish and maintain effective working relationships with government officials, employees, vendors/suppliers and the public.
- Ability to communicate effectively, verbally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: 6 – 8 years of full-time or equivalent part-time paid information technology experience, including one year in a supervisory capacity in information technology environment.

Education & Experience Substitution: A major in computer science may substitute for one year of required experience.

Certificates, Licenses, Registrations: None